



## Our Complaints Procedure

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Propel is committed to placing our customers at the heart of our business. Customer satisfaction and quality of service are of paramount importance.

However, we recognise that sometimes things can go wrong and when they do we will ensure that our best attention is paid to any concern or complaint you may have.

Our Complaints Procedure is in place to ensure you receive a fair review of your complaint, our investigation is thoroughly completed and a response provided to you as soon as possible.

If you have a complaint, concern, or indeed any queries about our Complaints Procedure itself, please contact us using details provided below.

### Are you unhappy with our service?

We encourage our customers to make us aware of any negative as well as positive experiences so that we can identify areas for improvement.

#### By Post

Private and Confidential  
Complaints Handling Team  
Propel Finance plc  
Unit 5  
Langstone Business Village  
Langstone Park  
Newport NP18 2LH

#### By Telephone **01633 415 214**

If you choose to call us, all calls are recorded for training and monitoring purposes and to collect and process personal data in accordance with the terms and conditions of your agreement.

A copy of our Privacy Policy can be found on our website [www.propelfinance.co.uk/privacy-policy](http://www.propelfinance.co.uk/privacy-policy) together with our Fair Processing Notice [www.propelfinance.co.uk/fair-processing-notice](http://www.propelfinance.co.uk/fair-processing-notice)

By calling us, you understand that we will be processing your personal data.

#### By Email [complaints@propelfinance.co.uk](mailto:complaints@propelfinance.co.uk)

Please include as much information as possible, as this will help us to resolve your complaint quickly and efficiently.

## How Do We Deal With Your Complaint?

Our Complaints Handling procedure is set out below:

We will issue an acknowledgement letter to you within 5 business days of receipt of your complaint by post or email. This will include the contact details of the person looking into your complaint, along with a reference number. If you need to contact us about your complaint, please use the reference number provided to help us quickly locate your file.

During our investigation, we may contact you for further information (if required) and to update you of the progress of our investigation. We request that, if you do think of any additional information which may be useful to our investigation, you provide it to us at the earliest opportunity.

If we find that the complaint refers to any actions of a third party, we will refer it to the relevant company and ask them to investigate themselves, then request they send us a summary of their findings. This will enable us to provide you with a detailed response and help us resolve the complaint. If we find that a third party is solely responsible for the complaint, we will notify you in writing that we have referred it to them and they will then proceed to respond directly back to yourselves.

We aim to send you our Final Response Letter within 8 weeks of receiving the complaint, but in the unlikely event that your complaint remains unresolved at this time, we will advise you in writing as to why we cannot offer you a response and when we expect to be able to do so.

Within our Final Response Letter, we will provide you with the outcome of our investigation based on the information available to us.

### Are you unhappy with our response?

Within our Final Response Letter (or letter sent at 8 weeks if your complaint remains unresolved) we will also provide you with details of the Financial Ombudsman Service. This is a free and impartial service to whom you can refer your complaint if you are dissatisfied with the outcome of our investigation.

The Financial Ombudsman Service will be able to review your complaint subject to their eligibility criteria. Please be aware that your complaint will need to be referred to them within six months of the date of our Final Response Letter using the contact details below.

### Financial Ombudsman Service

The Financial Ombudsman Services will only look into your complaint if the financial services provider has been given the opportunity to put things right first, so please contact us before approaching them.

We co-operate fully with the Financial Ombudsman Service in resolving any complaints made against our firm and agree to be bound by any awards made by the Ombudsman. We also undertake to pay any fees, redress and levies promptly.

### Postal Address

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

### Telephone 0800 023 4 567

Calls to this number are normally free for people ringing from a "fixed line" phone – but charges may apply if you call from a mobile phone.

### 0300 123 9 123

Calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs.

These numbers may not be available from outside the UK – so please call from abroad on **+44 20 7964 0500** Monday to Friday – 8am to 8pm, Saturday – 9am to 1pm.

### E-mail

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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